Ministry of
Transportation and Infrastructure

2011/12
Annual Service Plan Report

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Published by the Ministry of Transportation and Infrastructure

Message from the Minister and Accountability Statement

As the Minister of Transportation and Infrastructure, it is my pleasure to introduce the *2011/12 Annual Service Plan Report*. This report details the Ministry's performance and achievements during the last fiscal year, which ended March 31, 2012. It is your chance to see how the ministry has been living up to its commitment to deliver the safest, most competitive, efficient and reliable transportation network on the continent.

The introduction of *Canada Starts Here – The BC Jobs Plan* was one of the provincial government's most important announcements in the past year. This plan made three promises to British Columbians: to expand the market for B.C. goods; to strengthen our province's infrastructure; and to enable job creation across the province. In 2011/12, the Ministry of Transportation and Infrastructure made strong contributions to each of these economic pillars.

This past year saw record levels of demand in Asia for resources from B.C. industries. Working closely with industry, we developed the *Pacific Gateway Transportation Strategy 2012-2020*, our map to creating North America's premier gateway for Asia-Pacific trade. Building on the $22 billion already committed, the strategy identifies $25 billion worth of new investment predominately from the private sector required by 2020 to handle the thriving demand for B.C. products from Asia and developing markets.

One Pacific Gateway project is already moving goods to market faster, while improving safety and quality of life for the local community. The 41B Grade Separation in Delta was the first project built under the Roberts Bank Rail Corridor Program, and was completed on November 21, 2011. More projects like this one are on the way, forging a free-flowing supply chain that will connect B.C. communities with the jobs and opportunities of the world market.

However, it takes more than construction alone to attract global investment and trade. 2011/12 brought new labour stability at our ports as port workers signed unprecedented 8-year contracts. The provincial government also permanently capped municipal tax rates at key ports and eliminated aviation fuel tax on international flights, helping ensure predictability and affordability for shippers and travellers.

Across British Columbia, the Ministry is continuing to strengthen our transportation infrastructure. Our investments fight congestion, improve safety, support industry through improved access, shift industrial traffic off residential streets, and help make travelling in B.C. a trouble-free experience. For example, the Port Mann/Highway 1 Improvement Project will eliminate the worst traffic bottleneck in Metro Vancouver. This project reached its halfway milestone this year and the new Port Mann Bridge is on schedule to open this winter.

Outside of Metro Vancouver, work began to widen the last two-lane section of Highway 97 between West Kelowna and Vernon. In fact, 81 per cent of B.C.'s highway expansion and improvement projects were outside the Lower Mainland last year, with the remaining 19 per cent committed to projects in Metro Vancouver. Our province's strength comes from the hard working people in all our communities and industries, and looking after their transportation needs is a crucial part of keeping our economy strong.

In addition to laying the foundation for economic growth, I am proud to say the Ministry has also directly created quality jobs in communities across B.C. as we continue the largest expansion of transportation infrastructure in the history of the province. Some of these jobs have been brought about through the $14 billion Provincial Transit Plan that continues to advance our efforts to double transit ridership by 2020, improve air quality and support increased urban population densities. In 2012, advance construction work began on the Evergreen Line, a much-anticipated new rapid transit project that will provide fast, frequent and convenient SkyTrain service from Coquitlam to Vancouver via Port Moody and Burnaby.

Finally, this past year, we provided British Columbians with new tools for planning smart and safe trips. Our DriveBC camera network for travellers increased by 36 new cameras in 2011/12, bringing the total number of cameras up to 209 at the end of fiscal. We also now offer new digital tools, such as the ability to replay the day's camera images and receive custom updates, straight to your inbox, about the routes you care about most. These advances continue to open up our data and records to the people of B.C. through new and innovative ways and support government-wide priorities of promoting greater accountability and transparency.

Families, businesses, and communities across B.C. need a strong and stable economy, a healthy environment, and a safe route home. I am proud to say this report shows how the Ministry has delivered on these commitments.

The *Ministry of Transportation and Infrastructure 2011 12 Annual Service Plan Report* compares the actual results to the expected results identified in the Ministry's *Revised 2011 12 - 2013 14 Service Plan.* I am accountable for those results as reported.

Honourable Blair Lekstrom
Minister of Transportation and Infrastructure

June 30, 2012

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Highlights of the Year

In addition to accomplishments noted in Minister Lekstrom's message, the Ministry reached the following milestones in 2011/12:

Canada's Pacific Gateway

The Ministry continued to work with its partners in government and industry to make British Columbia the gateway of choice for Asia-Pacific trade.

Select key achievements for 2011/12 include:

- ***The Pacific Gateway Transportation Strategy 2012-2020*** – the Strategy was developed through extensive collaboration with senior representatives from industry and supports *Canada Starts Here – The BC Jobs Plan*, as efficient and reliable transportation networks are a requirement for economic growth. Building on the $22 billion committed by the partners to date, it identifies $25 billion worth of new investment required by 2020. The Strategy also commits the Province and its partners to support an attractive investment climate in B.C. and to enhance collaboration with partners and stakeholders;
- **Ports Property Tax Act** – in *Budget 2012*, the Province announced it will make permanent the existing cap on municipal port property tax rates for designated ports. This will provide greater long-term cost certainty for investors and an incentive for further investment at B.C. ports;
- **Port Metro Vancouver** – 2011 container tonnage was up four per cent over 2010, with the total bulk tonnage up by five per cent. Potash shipments increased by 30 per cent, coal shipments by eight per cent and forest product shipments by 56 per cent over 2010 levels;
- **Port of Prince Rupert** – 2011 container tonnage was up 20 per cent over 2010, and total coal shipments by 27 per cent;
- **Roberts Bank Rail Corridor Program** – a $307 million partnership between the Government of Canada, the Province, Port Metro Vancouver, TransLink, four municipalities and four railroads to improve road/rail crossings along this rail corridor. One project is complete (41B Grade Separation), one is near completion, four are under construction, and the remaining three are in the design phase. All projects are proceeding on schedule; and
- **Air Developments** – the Province's elimination of the two-cents-per-litre aviation fuel tax, confirmed in *Budget 2012*, will help to further generate new and expanded air services in the province. In anticipation of this elimination, China Southern Airlines introduced two new services in 2011, a three-times weekly passenger service between Guangzhou, China and Vancouver and a four-times weekly cargo-only service from Vancouver to Shanghai. These new flights will help create new cultural, business and tourism links between B.C. and mainland China.

British Columbia Railway Company (BCRC) is a Crown corporation with a mandate to support the *Pacific Gateway Transportation Strategy 2012-2020: Transporting Goods and People* by acquiring and holding railway corridor and strategic port lands, and making related infrastructure investments to provide benefits to the province.

Highlights for BCRC in 2011/12 include:

- Record volumes of both Westshore coal and TSI intermodal traffic handled by the Port Subdivision for the user railways (CPR, CN Rail and BNSF), including 28 million tons of coal and over 10 million feet of intermodal rail traffic;
- 34 surplus properties sold, generating net cash proceeds of $14.9 million and profits of $10.3 million, enabling BCRC to provide $15 million cash distribution to the Province; and
- Support of the Pacific Gateway strategy, including provision of majority funding for the Roberts Bank Rail Corridor 41B Grade Separation project and execution of a Memorandum of Understanding with Port Metro Vancouver for the Deltaport Terminal Road and Rail Improvement Project.

Provincial Transit Plan

The *Provincial Transit Plan* was announced in January 2008. The $14 billion plan includes investments for new and upgraded rapid transit lines, the introduction of rapid bus services, expansion of the bus fleet and other transit supportive infrastructure projects. The plan is intended to double transit ridership by 2020, reduce reliance on the automobile, decrease transportation greenhouse gas emissions and support increased urban population densities.

Achievements in 2011/12 include:

- Completion of the transit exchange and park & ride facility in North Saanich;
- Continued support for planning initiatives, including TransLink's UBC Rapid Transit and Surrey Rapid Transit studies and BC Transit's Victoria Regional Rapid Transit Study;
- Completion of the following transit related projects, with federal contributions from the Building Canada Fund:
    - Surrey transit service centre modernization and expansion;
    - West Coast Express capacity improvements; and
    - New Vernon transit service centre.
- Completion of the following transit related projects, with federal contributions from the Infrastructure Stimulus Fund:
    - Shoulder bus lanes on Highway 99 between Sea Island Way and Steveston Highway in Richmond;
    - Shoulder bus lanes on Highway 99 between the King George Highway and Highway 91 in Surrey;

- High-Occupancy Vehicle (HOV) lane and queue jumper lanes on Highway 7 in Pitt Meadows; and
- Capilano Bridge replacement and bus priority measures on Marine Drive in West Vancouver.

Major Infrastructure Projects

Projects undertaken in 2011/12 include:

- **Highway 1 Donald Bridge** – This $63 million project involves upgrading 3.5 kilometres of the Trans-Canada Highway approximately 25 kilometres west of Golden from two-lanes to a four-lane, 100 kilometre per hour design standard; including a new four lane structure over the Columbia River and a new four lane structure over the Canadian Pacific Railway (CPR) mainline. The project is receiving federal funding under the Building Canada Fund. Construction started February 2011 and is scheduled to be completed by November 2012.
- **Highway 1 Clanwilliam Bridge** – This $29 million project involves upgrading 2.3 kilometres of the Trans-Canada Highway from two lanes to four lanes, 100 kilometre per hour design standard; including replacing the existing overhead, with a new four-lane structure over the CPR mainline. The project is receiving federal funding under the Building Canada Fund. Construction started July 2011 and is scheduled to be completed by November 2012.
- **Highway 1 Hilltop Road to Balmoral Road** – This $21.8 million project involved the upgrading of 4.8 kilometres of the Trans-Canada Highway to the west of Salmon Arm from two/three-lanes to four-lanes with a 100 kilometre per hour design standard. The project received federal funding under the Asia Pacific Gateway and Corridor Initiative. Construction began in February 2010 and completed in the fall of 2011.
- **Highway 97A Pleasant Valley Cross-Road to Lansdowne Road** – This $18.6 million project involved upgrading 4.0 kilometres of Highway 97A near Armstrong from two lanes to four lanes, along with associated access and intersections improvements. The project received federal funding under the Building Canada Fund and was opened in November 2011.

Kicking Horse Canyon

Improvements to the Trans-Canada Highway in the Kicking Horse Canyon are providing a safer and more efficient movement of people and goods along this vital trade route. The first two of four phases are complete and in use. The improvements are having a positive effect on the environment by reducing vehicle emissions and fuel consumption and enhancing bicycle use.

Achievements in 2011/12 include:

- Phase 3 construction completed on the nine-kilometre Brake Check to Yoho National Park segment, delivering a new 112-metre long bridge across Mount Hunter Creek, wildlife

crossings at Vacation Creek and Glenogle Road, continuous wildlife exclusion fencing and access improvements at Beaverfoot Road.

- Work continued on the Golden Hill to West Portal segment of Phase 3. The finished product will include four kilometres of four-laning, grade and horizontal alignment improvements from Golden Hill to the West Canyon Portal, a wildlife overpass and a grade-separated intersection at Upper Donald Golden Road. Work will be completed by summer 2012.
- As part of the Ministry's Intelligent Transportation System three changeable message signs were installed in 2011 to inform the travelling public of current road conditions.
- A contract was awarded for the 4Km Structure and Approaches Project, with completion planned for March 2013.
- An extension of the cycling/pedestrian trail connection from Upper Donald Golden Road to Highway 95 in Golden was completed in November 2011.

Work on the rugged Phase 4 canyon sections is planned for future years.

Gateway Program

Gateway Program improvements are helping to create a more comprehensive, effective transportation network in Metro Vancouver.

Key achievements in 2011/12 include:

- The Port Mann Bridge/Highway 1 Improvement Project reached its 50 per cent completion milestone. This project is being delivered through the Transportation Investment Corporation (TI Corp), a provincial Crown corporation. As a provincial Crown corporation, TI Corp prepares its own service plan and annual service plan report, separate from the Ministry's, which can be found at: www.pmh1project.com/; and
- Construction is underway throughout the South Fraser Perimeter Road (SFPR) corridor. The SFPR east of 136th Street is expected to be completed and open to traffic in December 2012. Portions west of 136th Street will follow in December 2013 with final substantial project completion anticipated for 2014. Additionally, as part of an agricultural enhancement strategy for this project, construction of an $18 million enhanced irrigation/drainage system will be complete in the summer of 2012. Progress this past year included construction beginning along the entire corridor and completion of the 36th Avenue and 64th Street overpasses, as well as the rehabilitation of five landfill areas within the SFPR right-of-way.

Purpose of Ministry

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts and regulations. The Ministry also administers federal-provincial funding programs to build sustainable communities.

The Ministry is committed to opening up B.C. through innovative, forward-thinking transportation strategies that move people and goods safely and fuel our provincial economy.

To accomplish its mandate, the Ministry:

- Works to expand and integrate various modes of transportation in consultation with local and regional authorities; stakeholder groups, industry members, port, railway, and airport partners; and in cooperation with transportation-related Crown corporations;
- Pursues policies and other initiatives to enhance the competitiveness of B.C.'s ports and airports; our gateways for economic growth and development;
- Works with partners and other levels of government to provide funding to develop and deliver cost-effective public transit, ferry services, and cycling networks;
- Builds highway infrastructure to fulfill the economic and social needs of British Columbians;
- Maintains highways to a high standard through contracts with private sector road maintenance providers;
- Undertakes vehicle safety inspections and sets commercial vehicle operating standards;
- Licenses and regulates commercial passenger transportation;
- Manages funding for high-quality, modern public infrastructure that supports the development of strong communities by contributing to long-term economic growth and a clean environment; and
- Operates in cooperation with the BC Transportation Financing Authority (BCTFA), a Crown agency that supports the financing of the Ministry capital program.

Information regarding the Ministry's Core Business Areas can be found on the Ministry website at www.th.gov.bc.ca/publications/ministry_reporting/.

Legislation governing the Ministry's activities can be found on the Ministry website at www.th.gov.bc.ca/key_initiatives/legislation/statutes.htm.

The Ministry of Transportation and Infrastructure is responsible for the following Crown corporations and agencies:

- BC Transportation Financing Authority (BCTFA) – The BCTFA is a provincial Crown agency operating under the *Transportation Act*. It owns provincial highways and

provides for their rehabilitation and expansion through dedicated fuel taxes and other revenues. The Authority can also acquire, hold, construct, or improve other transportation infrastructure throughout B.C.

- British Columbia Railway Company (BCRC) – On April 1, 2010, the shares of the BCRC were transferred to the BCTFA, resulting in the BCRC becoming a wholly-owned subsidiary of the BCTFA. BCRC remains a self-supporting Crown corporation and retains its legal and legislative authorities and agreements. BCRC core operations are now managed by the Ministry of Transportation and Infrastructure, and include:
  - management of the Revitalization Agreement between BCRC and CN Rail;
  - ownership and operation of the 40 kilometre Port Subdivision rail line;
  - retaining ownership control of key port land assets and managing lease arrangements with Vancouver Wharves and Squamish Terminals;
  - sale of surplus property not required for railway or Pacific Gateway purposes in a manner that maximizes commercial return; and
  - investment in rail, land and other infrastructure that supports Pacific Gateway capacity expansion.

The transition of BCRC management and operations to the Ministry has resulted in lower administrative and overhead costs and closer integration with Pacific Gateway and other strategic initiatives. More information can be found at www.bcrproperties.com/bcr1/.

- BC Transit – BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation throughout B.C. (outside Metro Vancouver). More information can be found at www.bctransit.com/.
- Transportation Investment Corporation –TI Corp is established under the *Transportation Investment Act*. Its primary purpose is to implement the Port Mann/Highway 1 Improvement Project. More information about the project can be found at www.pmh1project.com/.
- Rapid Transit Project 2000 Ltd. – Rapid Transit Project 2000 completed its mandate to build the Millennium Line and concluded direct project activities in 2006. The Ministry is responsible for any continuing Rapid Transit Project 2000 Ltd. administration and financial reporting.

Strategic Context

The following factors shaped the development and execution of the Ministry's programs in 2011/12:

Economic Growth

British Columbia's real GDP increased by 2.9 per cent in 2011 (according to preliminary GDP by industry data from Statistics Canada), following growth of 3.0 per cent in 2010. Overall in 2011, most indicators of British Columbia's economic performance showed improvement compared to the previous year. Gains in the domestic economy were observed in employment and consumer spending, while external gains were made in exports and shipments of manufactured goods. However, several risks to British Columbia's economy remain, including the European sovereign debt crisis, ongoing weakness in the US economy, exchange rate volatility, and slower than anticipated Asian demand for B.C. products.

Growth in Asia-Pacific Trade

Continuing to strengthen and build Canada's economy depends on its success in world trade. Unprecedented economic growth in Asia sharply contrasts with the slow recovery from recession in the United States and the debt crisis in the European Union. As Asia responds to the new domestic demands of its burgeoning middle classes, British Columbia and western Canada are well positioned to significantly expand natural resource exports, particularly in coal, liquid natural gas, metals and minerals, potash, forest products and grain to Asia. Additionally, Japan will continue to need natural resources as it continues to rebuild after the devastating earthquake and tsunami in 2010, and South Korea has emerged as our fourth largest trading market with the potential to become a far more significant trading partner.

Canada is a Pacific Rim country and British Columbia is uniquely positioned – through its geography, demographics and resources – to figure prominently in the globally integrated marketplace and to take advantage of the growing demand for trade in Asia. B.C.'s proximity to Asia, our large Asian population and cultural connections and the growing presence of Vancouver as a North American air hub to Asia and as a global maritime centre, all serve to build stronger ties to the booming Asian economies. These factors will also help lessen our reliance on traditional within-continent trading patterns and will strengthen our economy to be more resilient in the future. *Canada Starts Here – The BC Jobs Plan* outlines the strategies for achieving economic growth in B.C. and by moving goods and people efficiently to markets, transportation will be the enabler that allows these sectors to prosper.

Facilitation of Trade

Canada's Pacific Gateway is one of several west coast gateways linking North American consumers of imported products with Asia, and North American commodity producers with

emerging Asian and world markets. British Columbia has become the preferred gateway for Asia-Pacific trade for many shippers, and as Canada's natural trade gateway to Asia, B.C. has the opportunity and responsibility to ensure its ports, airports, road and rail networks – which form the Pacific Gateway – support and enable economic growth and prosperity in this province and the rest of Canada.

To build on B.C.'s status as the preferred gateway for Asia-Pacific trade, the province and its Pacific Gateway port, rail and air partners have developed three desired outcomes, and will collaborate on a number of strategies to achieve them:

1. World Class Transportation Network – Supply chain infrastructure that efficiently links goods and people with global markets and customers.

2. Attractive Investment Climate – Canada's Pacific Gateway is the preferred western North American gateway for trade, providing a competitive and desirable business environment for global investors and customers.

3. Enhanced Collaboration – Stakeholders, communities and First Nations are regularly consulted on the actions and outcomes of the Pacific Gateway Strategy and are engaged, supportive, and active participants and beneficiaries of a globally competitive Pacific Gateway.

Interprovincial trade is also a major part of our economy, and the Ministry continues to work with Alberta and Saskatchewan through the New West Partnership and Pacific Gateway Alliance to streamline industry requirements across the three provinces, reducing costs and improving competitiveness to ensure capacity is in place to handle Canada's exports to Asia. Improvements to cross-border transportation and security, such as the Beyond the Border Initiative, will ensure trade and travel between Canada and the U.S. flows as smoothly as possible. As well, investments in the highways that connect economic gateways to each other will facilitate trade and keep B.C. an attractive place to do business.

Changing Regional Economies

Rural economies continue to diversify and will rely on a range of infrastructure improvements to facilitate this evolution. Increased log and forest product truck traffic from accelerated harvests triggered by the mountain pine beetle epidemic are projected to peak in 2013 and continue for some years after. With increased natural resource development, such as oil and gas, mining and forestry, industrial traffic places significant demands on the existing transportation infrastructure. To support this increase in traffic and ensure roads remain suitable for all users, the Ministry will make additional investments in affected road networks, including maintenance and rehabilitation due to incremental wear and tear. In addition to improvements in highway infrastructure, investments by the private sector will be required in port terminal and rail infrastructure to support regional resource industries across the province.

Report on Performance

Performance Results Summary Table

Goal 1: Key Infrastructure is improved to drive economic growth and trade For greater detail see pages 15 to 17	2011/12 Target	2011/12 Actual
1.3 Provincial investment dollars are used as effectively as possible The percentage of projects that meet their budget and schedule	91.5 %	92% EXCEEDED
Goal 2: British Columbia's transportation industries become more globally competitive For greater detail see pages 18 to 19	**2011/12 Target**	**2011/12 Actual**
2.1 Developing Canada's Pacific Gateway Growth in container volume handled by B.C. ports in TEUs (twenty-foot equivalent units)	2.80 million TEUs	2.91 million TEUs EXCEEDED
Goal 3: Reduction of greenhouse gas emissions from the transportation sector For greater detail see pages 20 to 21	**2011/12 Target**	**2011/12 Actual**
3.1 Increase use of transit, cycling and other alternative modes of personal transportation Annual public transit ridership in B.C.	266 million	288 million EXCEEDED
Goal 4: British Columbia is provided with a safe and reliable highway system For greater detail see pages 22 to 24	**2011/12 Target**	**2011/12 Actual**
4.1 Contractors maintain the provincial highway system to a high standard Rating of the maintenance contractors' performance using the Contractor Assessment Program	93%	94% EXCEEDED
4.3 Improved highway safety and reliability Crash reduction after construction on safety improvement capital projects	30% reduction from baseline	28% reduction from baseline SUBSTANTIALLY ACHIEVED
Goal 5: Excellent customer service For greater detail see pages 25 to 26	**2011/12 Target**	**2011/12 Actual**
5.2 Excellent customer service is provided to all British Columbians Customer Satisfaction Survey: Stakeholder satisfaction with existing Ministry services and delivery processes, rated on a scale of 1 to 5	4.10	4.14 EXCEEDED

Goals, Objectives, Strategies and Performance Results

This section describes the Ministry's overall goals, the supporting objectives that should be met, the major strategies employed by the Ministry, and targets against which performance is measured.

Goal 1: Key Infrastructure is improved to drive economic growth and trade

Objective 1.1: Improved mobility servicing major economic gateways

Strategies

- Identify infrastructure projects for both short-term and long-term economic benefits;
- Improve mobility and reliability and reduce bottlenecks on major urban and rural trade corridors using partnership cost-sharing where feasible;
- Reduce congestion at Canada/U.S. border crossings through the use of intelligent transportation systems, such as an improved Advanced Traveller Information System that manages border capacity more efficiently; and
- Improve mobility and reliability of the transportation network by implementing a state of the art Regional Transportation Management Centre to provide advanced incident management and enhanced traveller information systems.

Objective 1.2: Identify and select priority improvement projects

Strategies

- Identify key safety and mobility improvements to enhance the movement of people and goods;
- Develop options for improvements;
- Evaluate and prioritize options;
- Develop business cases for individual projects; and
- Amalgamate into an integrated investment strategy.

Objective 1.3: Provincial investment dollars are used as effectively as possible

Strategies

- Complete projects on budget and on time;
- Develop public-private partnerships in consultation with Partnerships BC, where appropriate;
- Capture value from surplus lands to fund transportation improvements; and
- Secure federal funding for transportation projects in British Columbia.

Performance Measure 1: Project Performance

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
The percentage of projects that meet their budget and schedule.	91.5%	92.1%	91.5%	92% EXCEEDED

Data Source: Ministry of Transportation and Infrastructure

Discussion of Results

This performance measure evaluates all the Ministry capital construction and rehabilitation projects completed each year within the overall Transportation Investment Plan. The number and total value of these projects varies from year to year as new investments are made. The performance measure allows the Ministry to assess how efficiently and effectively it delivers a large suite of projects.

Projects range in size, scope and value from the very small to the extremely large, complex and costly, and use a variety of procurement methods from the traditional design/bid/build to public-private partnerships. Programs are continuously evolving to meet the needs of the infrastructure and to best serve the citizens of the province. The constant target represents the Ministry's ability to maintain a high level of achievement despite these challenges and the broad range of projects included in the target.

Objective 1.4: Improved road access for resource industries and rural residents

Strategies

- Strategically invest in roadway rehabilitation and improvements on the roads serving industry and rural residents as follows:
    - Interior and Rural Side Roads Program. Invest $152 million between 2011/12 and 2013/14.

- Support B.C.'s *Mountain Pine Beetle Action Plan* through the strategic investment of $30 million per year; and
- Undertake projects to support increased industrial capacity on Highway 97 North to allow heavier and larger loads by improving overhead clearances, alignments and bridge capacity.

Objective 1.5: Manage programs that provide funding to communities to build and improve infrastructure that contributes to their sustainable development

Strategies

- Manage the implementation of federal/provincial funding programs to support local government infrastructure priority projects.

Goal 2: British Columbia's transportation industries become more globally competitive

Objective 2.1: Developing Canada's Pacific Gateway

Strategies

- Update the Pacific Gateway Strategy and implement a refreshed *Pacific Gateway Action Plan* by 2020;
- Work closely with other levels of government and stakeholders to achieve the objectives of the *British Columbia Ports Strategy*;
- Undertake business development in conjunction with the private sector and the Government of Canada, especially for new markets and customers;

Pictured here is the Port of Prince Rupert, North America's deepest natural harbour and the closest port to Asia.

- Ensure transportation infrastructure and performance standards are in place to meet Canadian export needs; and
- Provide leadership through the Pacific Gateway Alliance, a unique collaboration of transportation service providers and governments which oversees infrastructure, labour and service reliability improvements aimed at expanding Canada's Pacific Gateway trade.

Performance Measure 2: Container traffic growth

Performance Measure	2009/10 Actual	20010/11 Actual	2011/12 Target	2011/12 Actual
Growth in container volume handled by B.C. ports in TEUs (twenty-foot equivalent units)	2.42 million TEUs	2.86 million TEUs	2.80 million TEUs	2.91 million TEUs EXCEEDED

Data Source: Container volumes are based on traffic forecasts produced by British Columbia's key trading ports. This includes Port Metro Vancouver and the Port of Prince Rupert. TEUs are twenty-foot equivalent units, a standard measure for containers where one TEU = one 20-foot container. All figures are presented on a calendar year basis.

Discussion of Results

Container traffic is a key indicator of the competitiveness of the province's ports. While B.C. ports handle a wide variety of bulk and break-bulk products moving from Western Canada and the U.S., they face far more competition for container handling from U.S. west coast ports. Growth in container volumes is driven by market demand, but is influenced by many factors including creation of sufficient infrastructure capacity to accommodate demand, a supportive policy environment for trade and investment, performance of port systems, labour reliability and sound security measures.

B.C. ports have demonstrated a number of advantages in the past year, including sufficient infrastructure capacity with plans for expansion, and labour reliability. As a result of performance, speed and reliability, container throughput at B.C. ports in 2011 surpassed the target of 2.80 million TEUs.

Container traffic handled by provincial ports is shown from 2009 to 2011 in order to compare year-on-year growth. Total container traffic handled by B.C. ports in 2011 was 2.91 million TEUs, a 1.7 per cent increase over 2010 volumes. This followed growth of 18 per cent in 2010 and six per cent in 2009, as the economy recovered from the global recession.

During the 2009-2011 period, container traffic increased 20 per cent at B.C. ports while it increased 17.6 per cent at U.S. west coast ports (Seattle, Tacoma, Oakland, Los Angeles, and Long Beach). In that time period, B.C.'s share of the total west coast container market has remained constant at 13 per cent.

Through the *Pacific Gateway Transportation Strategy 2012-2020*, in partnership with industry and other levels of government, the Ministry will continue to work towards realizing the vision of British Columbia as the preferred gateway for Asia-Pacific trade by building on our world class transportation network, ensuring an attractive investment climate and enhancing collaboration with partners and stakeholders.

Goal 3: Reduction of greenhouse gas emissions from the transportation sector

Objective 3.1: Increase use of transit, cycling and other alternative modes of personal transportation

Strategies

- Build rapid transit backbone and supportive rapid and frequent bus service to create rider options;
- Invest in public transit infrastructure;
- Improve HOV and transit priority measures;
- Encourage increased land use density around transit stations and along transit corridors through policy and funding agreements; and
- Invest in an integrated cycling and walking network.

Performance Measure 3: Transit ridership

Performance Measure	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Annual public transit ridership in B.C.	248.5 million	261 million	266 million	288 million EXCEEDED

Data Source: Estimates for future public transit ridership are provided by BC Transit and TransLink and are based on the anticipated effects of transit investments, changing local conditions such as the price of fuel and the forecast of annual budgets that impact service hours and transit capacity. Some fluctuation in forecasting has occurred as TransLink has adjusted ridership estimates based on changes to its anticipated budgets. Forecasted ridership is on track to meet the *Provincial Transit Plan's* goal to double ridership from 2007 to 2020.

Discussion of Results

The *Provincial Transit Plan's* goal of doubling ridership by 2020 was established based upon a 2007/08 baseline of 219.5 million and requires a compounded annual increase of 5.48 per cent. Transit ridership is calculated by combining TransLink and BC Transit ridership data. The total ridership increase from 2010/11 to 2011/12 was an estimated 21.9 million, or 8.2 per cent. Significant ridership gains are attributed to Canada Line, U-pass expansion and high fuel prices.

To date, annual ridership increases have exceeded the 5.48 per cent annual target. Ridership is on track to meet the *Provincial Transit Plan's* goal of doubling ridership by 2020.

Objective 3.2: Improve supply chain efficiency for the movement of goods

Strategies

- Reduce ship wait times in port;

- Reduce ship idling through port electrification;
- Reduce commercial truck idling by minimizing wait times;
- Improve rural road infrastructure;
- Build rail grade separations; and
- Free up road capacity for goods movement by reducing the use of single-occupant vehicles.

Objective 3.3: Reduce greenhouse gas emissions through the adoption of new technologies

Strategies

- Invest in new buses that use the latest technology;
- Increase the use of weigh-in-motion technology to reduce the need for trucks to stop and idle at inspection stations; and
- Implement intelligent traffic control systems to reduce idling and create time advantages for transit.

Goal 4: British Columbia is provided with a safe and reliable highway system

Objective 4.1: Contractors maintain the provincial highway system to a high standard

Strategies

- Review and consider future improvements to continue delivery of high quality maintenance and rehabilitation programs; and
- Administer the highway maintenance contracts and assess how well the contractors are delivering their services through the Contractor Assessment Program.

Performance Measure 4: Contractor Assessment

Performance Measure	2009/10 Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Rating of the maintenance contractors' performance using the Contractor Assessment Program	93%	92.5%	94%	93%	94% EXCEEDED

Data Source: Ministry of Transportation and Infrastructure, Construction and Maintenance Branch.

Discussion of Results

Ratings measure whether the contractors exceed contract requirements based on the results of local and regional assessments and road user satisfaction ratings. Contractors that exceed basic requirements are entitled to a residual payment. A rating between 85 and 90 per cent warrants a one per cent residual payment, between 90 and 95 per cent warrants a 1.5 per cent residual payment, and above 95 per cent warrants a two per cent residual payment. The performance measure is a provincial average of the combined summer and winter ratings for all 28 contractors in the province.

Objective 4.2: The main highway system is rehabilitated on a lowest life-cycle cost basis

Strategies

- Invest $441 million between 2011/12 and 2013/14 on the main highway system (roads and bridges) to maintain and mitigate the onset of deterioration in ways that maximize the return on infrastructure investment;
- Systematically assess the condition of the infrastructure to determine priority in the annual resurfacing and structure rehabilitation and replacement programs; and

- Integrate climate change adaptation considerations into rehabilitation design and cost.

Objective 4.3: Improved highway safety and reliability

Strategies

- Monitor highway safety and improve high-risk locations in consultation with local and regional authorities and stakeholders;
- Maximize highway safety and reliability through both safety-focused enhancements and low-cost improvements, such as signs, lighting, and lane markings;
- Work with safety partners such as the Insurance Corporation of British Columbia, the RCMP, and the Ministry of Justice, formerly known as the Ministry of Public Safety and Solicitor General, to identify areas for safety improvements; and

Enhanced reflectors and line markings are installed along sections of Highway 1 between Langley and Hope.

- Examine highway safety and reliability issues considering climate forecasts and the adaptive capacity of transportation infrastructure. Address and revise standards where appropriate from results of studies on climate and highway infrastructure interactions.

Performance Measure 5: Highway Safety

Performance Measure	Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Crash reduction after construction on safety improvement capital projects.	152 crashes per year	36% reduction from baseline	33% reduction from baseline	30% reduction from baseline	28% reduction from baseline SUBSTANTIALLY ACHIEVED

Data Source: The crash data is gathered by the RCMP as part of their on-site accident investigation. The RCMP completes MV 6020 forms and passes those on to ICBC. From ICBC data (provincial roads only) is passed on to the Ministry and input into the Collision Information System. Data reliability is dependent on RCMP attendance at crashes and the accuracy of the form completion.

Discussion of Results

This performance measure compares the before and after crash reductions on nineteen new safety improvement capital projects on completion of construction. These projects are being delivered throughout the reporting period. The baseline is established at 152 crashes per year

measured over five years for the data period 2000–2004. This period was chosen due to superior data quality.

The crash reduction target for 2011/12 was 30 per cent from baseline. It was calculated that crashes had been reduced by 28 per cent, which represents a reduction of 43 crashes per year from the baseline benchmark.

Objective 4.4: Effective road safety enforcement, education and programs for the commercial transport industry

Strategies

- Establish and enforce regulations to enhance vehicle safety in B.C.;
- Work with other jurisdictions to coordinate and harmonize commercial transport and vehicle safety standards;
- Introduce system improvements to enhance the quality and timeliness of commercial vehicle safety data for law enforcement; and
- Implement technologies to enhance safety and improve efficiency for the commercial transport industry.

Goal 5: Excellent customer service

Objective 5.1: Continue to improve service levels to the British Columbia business community

Strategies

- Participate in cross government integration of permitting;
- Streamline application and review processes for rural subdivisions; and
- Implement online application and tracking tools to support reduced turnaround times.

Objective 5.2: Excellent customer service is provided to all British Columbians

Strategies

- Use social media to communicate more efficiently with the Ministry's stakeholders and enhance customer service;
- Undertake annual surveys of customer satisfaction and compare survey results with baseline data to ensure customer needs are met;
- Use survey results and public feedback to better understand various elements of customer expectations and levels of customer service provided through existing processes and procedures; and
- Evaluate results to determine how to adjust internal processes, procedures and communications to enable more rapid information exchange within and between Ministry business units to deliver enhanced customer service.

Performance Measure 6: Customer service

Performance Measure	CMT Baseline	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual
Customer Satisfaction Survey: Stakeholder satisfaction with existing Ministry services and delivery processes, rated on a scale of 1 to 5	3.89	4.10	4.13	4.10	4.14 EXCEEDED

Data Source: The Ministry's Customer Satisfaction Survey is based on the Common Measurement Tool (CMT), a survey framework designed by the Institute for Citizen-Centred Service to be administered by public-sector organizations to facilitate the measurement of citizen satisfaction.

Discussion of Results

The customer satisfaction score is based on British Columbians' ratings of service they received from the Ministry. For example, ministry staff may have checked the status of an application, provided information on government requirements, directed citizens to the correct source of information, or assisted with forms. The survey questions focus on fairness, willingness to go the extra mile, staff knowledge, timeliness, accessibility, staff courtesy, and overall service quality.

Survey respondents include local governments, commercial highway operators, permit applicants, emergency service providers, resource industries, highway construction and maintenance companies, professional and technical consultants, real estate industry, business groups, and general highway users.

The Ministry uses the survey results to identify areas and processes to improve service delivery. The increase in survey results from the original 2011/12 target represents the Ministry's ability to improve customer service delivery.

Social Media

In April 2011, the Ministry established a social media team to increase its online presence and support enhanced public engagement and customer service. The team has created numerous opportunities to connect with the travelling public and commercial drivers in new and innovative ways, including: Trending #3 in Canada during the Herrling Island mudslide, 170,000 Flickr photo views in three days during the Peace Floods, and 14,454 YouTube video views on how to use roundabouts.

Social Media allows the Ministry to engage, build relationships and raise awareness about what we do and how we do it, ultimately helping British Columbians make informed travel decisions and reach their destinations safely. To connect visit http://www.tranbc.ca

Report on Resources

Resource Summary Table

Core Business Areas	2011/12 Estimates	Other Authorizations	Total Estimated	Actual	Variance
Operating Expenses ($000)					
Transportation and Infrastructure Improvements	10,821		10,821	10,474	(347)
Public Transportation	331,831		331,831	329,673	(2,158)
Highway Operations	454,828		454,828	456,007	1,179
Commercial Passenger Transportation Regulation	1,319		1,319	1,353	34
Executive and Support Services	8,123		8,123	9,127	1,004
Total Ministry Operations Before Adjustment of Prior Year Accrual[1]	**806,922**		**806,922**	**806,634**	**(288)**
Adjustment of Prior Year Accrual[2]	0		0	(168)	(168)
Total Expense Including Prior Year Accrual	**806,922**		**806,922**	**806,466**	**(456)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Transportation and Infrastructure Improvements	0		0	0	0
Highway Operations	4,245	300	4,545	4,507	(38)
Commercial Passenger Transportation Regulation	0		0	5	5
Executive and Support Services	0		0	0	0
Total[3]	**4,245**	**300**	**4,545**	**4,512**	**(33)**
Core Business Areas	**Estimated**	**Other Authorizations**	**Total Estimated**	**Actual**	**Variance**
Other Financing Transactions ($000)					
	0			**0**	**0**
Revenue ($000)					
Total Receipts[4]	**79,542**			**62,989**	**(16,553)**

[1] The Ministry manages its operating budget by monitoring expenditures during the year, identifying potential savings and cost pressures, and reallocating funds accordingly. Variances between core businesses are the result of these reallocations.

[2] In accordance with Generally Accepted Accounting Principles (GAAP), this amount reflects an adjustment of prior year's expense accrual. These dollars are not available for Ministry spending.

[3] The Ministry CRF capital budget was under expended due to timing of spending on IT projects.

[4] The revenue reduction reflects reduced payments from BC Railway Company ($18 million) and higher motor vehicle licenses and permits.

Income Statement of Earnings for BC Transportation Financing Authority

2011/12	Total estimated	Actual	Variance
Revenue ($000)			
Dedicated Taxes[1]	447,000	425,837	(21,163)
Amortization of deferred contributions[2]	137,552	131,844	(5,708)
Other revenue[3]	134,585	178,194	43,609
Total	**719,137**	**735,875**	**16,738**
Expenditures ($000)			
Amortization	445,335	394,546	(50,789)
Interest[4]	314,594	291,285	(23,309)
Interior and rural side roads[5]	33,522	35,031	1,509
Grant programs[6]	106,360	90,887	(15,473)
Operations and administration[7]	83,525	81,062	(2,463)
Total	**983,336**	**892,811**	**(90,525)**
Net Earnings (Loss)($000)			
Net operating loss[8]	**(264,199)**	**(156,936)**	**(107,263)**

1 Dedicated taxes include 6.75 cents per litre motor fuel tax.

2 Contributions towards capital assets are deferred and amortized to income at the same rate as the related highway infrastructure is amortized to expense.

3 Other revenue includes interest income, grants from the Province, property sales, rentals and economic development revenues, and earnings from British Columbia Railway Company.

4 Interest on borrowing used to finance construction work in progress is capitalized. Upon completion, related interest costs are expensed.

5 Improvements to interior and rural side roads are included in capital expenditures; repairs are expensed. Total interior and rural side road program expenditures for 2011/12 was $56 million.

6 Grant programs include BC Ferries grants, provincial contributions to Canada Line, grants to TransLink and BC Transit for transit purposes, cycling infrastructure and other grants.

7 Operations and administration expenditures include public-private partnership project performance payments, inland ferries operations and maintenance, write-off and transfer of assets.

Major Capital Projects

Kicking Horse Canyon

Objective: Upgrade the 26-kilometre section of the Trans-Canada Highway to a modern, four-lane standard from the junction of Highway 95 at Golden to the western boundary of Yoho National Park. This highway corridor was originally constructed in the 1950s and is mostly two lanes wide. It is an important route for tourism and inter-provincial trade, serving as a gateway between British Columbia and the rest of North America. By connecting remote resource extraction sites with processing, manufacturing, and distribution centres, this portion of the Trans-Canada Highway is a key part of the province's resource economies, particularly forestry and mining.

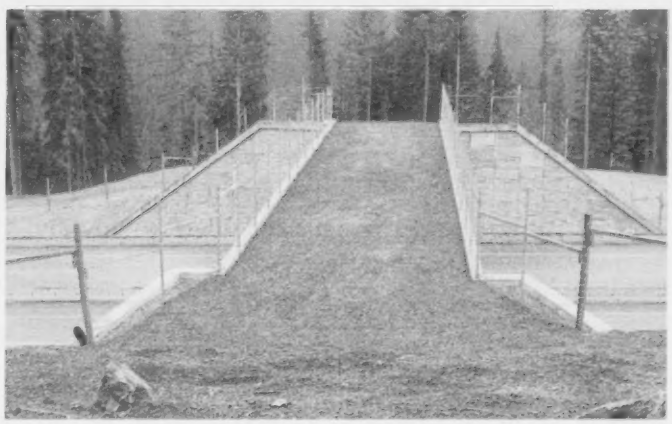
Phase 3 includes Golden Hill to West Portal and Brake Check to Yoho National Park. A federal funding partnership has been secured for Phase 3 under the Building Canada Fund. Construction of the Brake Check to Yoho National Park segment was awarded to Ledcor CMI in the fall of 2008 and was completed on October 30, 2011. A contract was awarded for the Golden Hill to West Portal design-build project to Emil Anderson Construction Inc. in December 2009, with construction targeted for completion in early summer 2012.

Phase 4 includes the Highway 1/95 Intersection and the West Portal to Yoho Bridge section. Preliminary engineering work continues on the challenging section from West Portal to Yoho Bridge.

Costs: The total cost was $207 million for the first two phases. Current estimates for Phase 3 are $117.8 million.

Benefits:

- Safer roads and increased capacity on a critical provincial and national gateway;
- Fewer road closures due to slides and accidents; and
- Economic development through increased tourism and more efficient movement of goods and services.



This wildlife overpass is located 17 kilometres east of Golden on the Trans-Canada Highway and will improve safety in the area by helping to prevent vehicle collisions with local wildlife.

Risks:

- Challenging climatic and geographic conditions; and
- Managing traffic during construction.

Evergreen Line Rapid Transit Project

Objective: The Evergreen Line is a new rapid transit line that will connect Coquitlam to Burnaby via Port Moody. It will seamlessly connect to the current SkyTrain network, moving passengers from Coquitlam City Centre to Vancouver in approximately 40 minutes. The Evergreen Line will also integrate with regional bus networks as well as the West Coast Express.

The Evergreen Line has been a centrepiece of Metro Vancouver's regionally-developed transportation plan for over 15 years and is a key element of the *Provincial Transit Plan*. The project will extend Metro Vancouver's rapid transit network to the growing northeast sector communities, providing alternative transit choices, increasing transit ridership, and reducing greenhouse gas emissions and road congestion by getting people out of their cars.

The Evergreen Line is estimated to take four years to build, with advance construction underway as of the spring of 2012, the primary design-build-finance contract commencing in the fall of 2012, and the line to be completed in late summer of 2016.

More information about the project can be found at www.evergreenline.gov.bc.ca/.

Costs: The estimated construction cost is $1.4 billion. The Province has committed $583 million, the federal government has committed $417 million, and TransLink has committed $400 million to the project.

Benefits:

- Provide fast, frequent, and convenient service, with service almost 20 hours a day, every three minutes during peak periods;
- Provide greater transit choice;
- Increase transit ridership and capacity, with 70,000 riders per day by 2021;
- Reduce traffic congestion;
- Support regional and municipal growth management plans;
- Stimulate community growth and development; and
- Provide economic opportunities by creating 8,000 new jobs during construction.

Risks:

- Construction through a developed urban area;
- Managing traffic during construction along busy urban commuter routes; and
- Construction staging of a two-kilometre bored tunnel.

South Fraser Perimeter Road

Objective: The South Fraser Perimeter Road, approximately 40 kilometres long, is a new four-lane, 80 kilometre per hour route along the south side of the Fraser River. The project extends from Deltaport Way in Southwest Delta to 176th Street (Highway 15) in Surrey, with connections to highways 1, 15, 91 and 99 and to TransLink's Golden Ears Bridge.

This image shows preliminary road base construction along the SFPR looking southwest towards Deltaport.

The project will provide a much needed continuous and efficient route to serve the important freight and service industry along this key economic corridor and will benefit commuters as well as tourists accessing borders, ferries and B.C.'s Interior. After a rigorous environmental assessment, the project received provincial and federal environmental certification and Agricultural Land Commission approval in 2008. The project is currently under construction, and the section east of 136th Street will be open to traffic in December 2012, with the sections west of 136th Street planned to be open in December 2013. Final project completion will be in 2014.

Costs: The overall cost of the project is approximately $1.264 billion. A federal contribution agreement was signed in September 2008 for $365 million under the Canada-British Columbia Asia-Pacific Gateway and Corridor Transportation Infrastructure Fund.

Benefits:

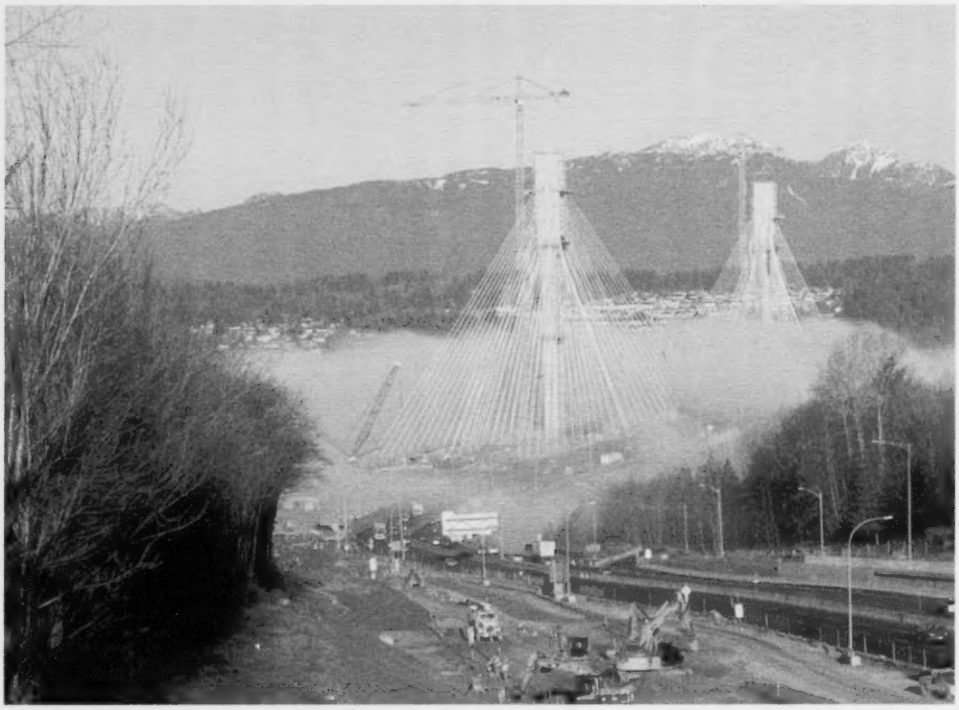
- Improved movement of people and goods through the region via enhanced connections to the provincial highway network;
- Reduced east-west travel times, particularly for heavy truck traffic, by providing a continuous highway along the south side of the Fraser River;
- Improved access to major trade gateways and industrial areas, and enhanced development in designated industrial areas along the south side of the Fraser River;
- Improved safety and reliability;
- Reduced truck traffic on municipal road networks, restoring them as community streets;
- Improved business, jobs and re-development; and
- Closure of at-grade railway crossings.

Risks:

- The project is more than 50 per cent complete and the phased construction in soft soils using sand preload has been very successful.

Port Mann/Highway 1 Improvement Project

Objective: The Port Mann/Highway 1 Improvement Project includes construction of a new 10-lane Port Mann Bridge and improvements to approximately 37 kilometres of Highway 1 from the McGill Street Interchange in Vancouver to 216th Street in Langley. The Project will widen the highway, expand the HOV network, upgrade interchanges and improve access and safety, reducing congestion along one of busiest corridors in the Lower Mainland. As a provincial Crown corporation, TI Corp prepares its own service plan and annual service plan report, separate from the Ministry's, which can be found at www.pmh1project.com/.



The new Port Mann Bridge rises from the fog with construction work along the approaches to the crossing seen in the foreground.

Transportation Investments

	2011/12 Expenditures ($ millions)
Provincial Investments:	
Transportation Investment Plan	
Rehabilitation	209
Interior and Rural Side Roads	56
Oil and Gas Rural Road Improvement Program	42
Mountain Pine Beetle Strategy	31
Highway 1 – Kicking Horse Canyon, Kamloops to Golden	65
Gateway Program	192
Okanagan Valley Corridor	51
Cariboo Connector Program	11
Other Highway Corridors and Programs	89
Cycling Infrastructure	2
Total Transportation Investment Plan	**748**
Provincial Transit Plan	
Canada Line Rapid Transit Project	19
Evergreen Line	44
Rapid Transit, Buses and Other Transit Priorities	61
Total Provincial Transit Plan	**124**
Total Provincial Investment[1]	**872**
Investments funded through contributions from federal government and other partners:	
Evergreen Line (federal government and TransLink)	16
Contributions to the Transportation Investment Plan	122
Contributions to Provincial Transit Plan	11
Total investments funded through contributions	**149**
Total Investments in Transportation Infrastructure	**1,021**

[1] Total provincial investment includes operating and capital spending

Major Programs

Highway Rehabilitation – Invest $441 million over three years (2011/12 through 2013/14) in road and bridge surfacing, bridge rehabilitation, seismic retrofits and highway safety improvements.

Interior and Rural Side Roads – Make these roads safer and more reliable, and improve connections between communities. The Ministry is investing $152 million from 2011/12 through 2013/14 to renew the interior and rural road networks.

Oil and Gas Rural Road Improvement Strategy – Rehabilitating the existing public road infrastructure in the Northeast region of the province to help eliminate seasonal road restrictions and extend the winter drilling season for oil and gas exploration, thereby attracting new investment, creating jobs and improving safety for both industry and residents.

Mountain Pine Beetle Strategy – Invest $30 million per year to facilitate the safe and efficient transportation of harvested mountain pine beetle killed timber; to repair damage done to the highway system by the extraordinary increase in heavy truck traffic, and to help ensure the goals and objectives of B.C.'s *Mountain Pine Beetle Action Plan* are met.

Okanagan Corridor Improvements – Continue to support trade and tourism, enhance safety, reduce congestion and support the use of transit, by allocating $83 million over the next three years to improve the highway system. This funding is augmented through partnerships with federal and municipal governments. Approved projects include construction of the Westside Road Interchange on Highway 97 in partnership with the Westbank First Nation and four-laning Highway 97 on a new alignment between Winfield and Oyama in the District of Lake Country. Future specific projects will be developed in the south, central and northern Okanagan Valley, within the context of overall provincial funding and priorities.

Cariboo Connector Program – The Cariboo Connector Program will continue to expand the 460 kilometre portion of Highway 97 from Cache Creek to Prince George. This major route expansion is designed to increase safety and decrease travel times, while providing northern communities with a first-class trade corridor that meets the needs of a rapidly expanding economy. This will be provided through four-lane construction, intersection development, frontage road and access management, twinning of structures and other key safety and capacity improvements.

Phase One began in 2005/06 with an initial commitment of $200 million by the Province. The addition of federal infrastructure funds in 2009/2010 allowed for projects to be delivered over and above the original scope. Total value of the Phase One construction will be $241 million upon completion of the remaining project in 2012. Phase One included a number of key strategic projects including twinning the Simon Fraser Bridge and the installation of a state-of-the-art Red Rock Commercial Vehicle Inspection Station, equipped with Weigh2Go and transponder technologies.

One project from Phase One that will be completed in the 2012 construction season:

- 148 Mile to Likely Road Four Lane: includes a replacement structure at Borland Creek, 3.5 kilometres of four-laning, 1.5 kilometres of frontage road and several intersection improvements. Total project value is $19 million.

Phase Two of the Cariboo Connector Program was announced on April 13, 2012 as part of the Province's $700 million program to increase capacity on key provincial corridors to support trade and improve safety. The Province will invest $200 million on nine projects starting in the next five years. The continued upgrading to the Cariboo Connector is an integral part of the new *Pacific Gateway Transportation Strategy 2012-2020* which will strengthen the province's infrastructure. With the completion of Phase Two, nearly half of the entire corridor will be either three or four lanes. Work is scheduled to start on two new projects in 2012.

Other Highway Corridors and Programs – Improving the performance of highway corridors through projects such as passing lanes, four-laning, left-turn slots, realignment and safety upgrades. Completed projects include replacement of Loop Bridge on Highway 3, realignment of Highway 97 between Bennett Creek and Link Creek and four-laning of Highway 7 between Wren and Nelson under the federal Base Funding Initiative, reconstruction of the McCallum and Clearbrook interchanges on Highway 1, construction of the Nelson Road interchange on Highway 91 and the McTavish Road interchange on Highway 17 under the federal Infrastructure Stimulus Fund. Also completed is the program of border infrastructure and system improvements announced under *Canada Starts Here – The BC Jobs Plan*. Expenditures also include interest during construction, environmental enhancement programs and lane settlements.

BikeBC – Identify and build cycling facilities of regional and provincial significance while continuing to assist local governments to develop their local networks. BikeBC is a comprehensive provincial cycling investment plan, which complements the *Provincial Transit Plan* in reducing traffic congestion and greenhouse gas emissions by providing convenient and attractive alternatives to car travel. BikeBC will also improve public health and fitness by promoting physical activity.

The Province will be investing $21 million over three years to help make cycling a safe and attractive alternative transportation option for commuters. This investment will be further leveraged through cost-sharing agreements with local governments. Additionally, the Gateway Program includes a $50 million investment to construct cycling facilities on the Gateway corridors.

Provincial Transit Plan – Reducing greenhouse gas emissions and increasing transit ridership, market share and accessibility are key goals of the *Provincial Transit Plan*. These goals are being accomplished by providing a foundation of transportation infrastructure to support the development of healthier and more efficient communities. The Plan requires strong support from all levels of government, including the investment of $14 billion in transit infrastructure.

More information on the *Provincial Transit Plan* can be found at www.th.gov.bc.ca/transit_plan.

Annual Service Plan Report Appendices

Appendix A: Ministry Contact Information

Website

www.gov.bc.ca/tran/

General Inquiries

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Phone: 250 387-3198
Fax: 250 356-7706

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Victoria BC V8W 9T5
Canada

Regional Offices

South Coast Regional Office

7818 6th Street
Burnaby BC V3N 4N8
604 660-8200

Southern Interior Office

447 Columbia Street
Kamloops BC V3N 4N8
250 828-4220

Northern Regional Office

213 - 1011 4th Avenue
Prince George BC V2L 3H9
250 565-6478

Appendix B: Hyperlinks

Ministry of Transportation and Infrastructure
http://www.gov.bc.ca/tran/

http://www.tranbc.ca

Ministry's Core Business Areas
http://www.th.gov.bc.ca/publications/ministry_reporting/

Legislation governing the Ministry's activities
http://www.th.gov.bc.ca/key_initiatives/legislation/statutes.htm

Pacific Gateway Transportation Strategy 2012-2020
http://www.th.gov.bc.ca/PacificGateway/documents/120402_Gateway_Strategy.pdf

Provincial Transit Plan
www.th.gov.bc.ca/transit_plan

Gateway Program
http://www.gatewayprogram.bc.ca/

Kicking Horse Canyon Highway Improvement Project
http://www.kickinghorsecanyon.ca/

Cariboo Connector
http://www.th.gov.bc.ca/cariboo_connector/index.htm

Evergreen Line Rapid Transit Project
www.evergreenline.gov.bc.ca/

British Columbia Railway Company
www.bcrproperties.com/bcr1/

Transportation Investment Corportation/Port Mann/Highway 1 Improvement Project
www.pmh1project.com/

BC Transit
www.bctransit.com/